

## **EDITED TASK LISTING**

### **CLASS: TRAINING OFFICER II**

*NOTE: Each position within this classification may perform some or all of these tasks.*

<b>Task #</b>	<b>Task</b>
1.	Supervise a training unit and staff in order to provide customers with effective learning products and services using generally accepted supervisory/administrative principles and techniques on an on-going basis.
2.	Coordinate and facilitate training for Department of Corrections and Rehabilitation (CDCR) employees through consultation, program design and direct conduct of training courses and conferences to include top and middle management development, professional technical training, specialized training, refresher and orientation programs in order to deliver effective training programs according to Penal Code, Legislative Mandates, Department policies and procedures and Corrections Standards Authority (CSA).
3.	Deliver relevant and effective oral presentations to groups (small and large) to provide information, instruction, facilitation, etc., utilizing various training tools, equipment, and aids, as appropriate.
4.	Design effective training interventions (e.g. classes, activities, programs, exercises, simulations, etc.) in order to improve individual and organizational performance using adult learning principles (e.g. media, experiential learning, activities, modality, etc.) as needed.
5.	Implement training programs to improve individual and organizational performance and deliver training programs on time and within budget using project management tools (e.g. timelines, Gantt charts, resource lists, etc.) as needed.
6.	<b>Evaluate training materials prepared by instructors, such as lesson plans, text books, and handouts and provide feedback to ensure appropriate training content and processes using knowledge of adult learning theories and methodologies as needed.</b>
7.	<b>Organize, plan, and prioritize work and work of subordinate trainers by developing specific goals and plans to accomplish tasks and ensure efficiency using best practices of management and supervision on an on-going basis.</b>
8.	<b>Develop short- and long-range objectives and specifying the strategies and actions to achieve them using action plans, Gantt charts, knowledge of organizational priorities, etc. on an on-going basis.</b>
9.	<b>Enter data and process information to communicate and prepare documents (e.g. reports, memos, correspondence, etc.) using computers and computer systems (including hardware and software) on an on-going basis.</b>
10.	<b>Make decisions and solve problems by analyzing information and evaluating results to choose the best solution for a given situation or problem using analytical skills, critical and creative thinking, conflict resolution techniques, etc. on an on-going basis.</b>

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11.	Ensure electronic and hard copy records (e.g., class records, instructor resumes, lesson plans, testing materials, etc.) are maintained for CDCR training, using automated systems to comply with State of California Records Retention Schedule per State Administrative Manual (SAM).
12.	Interpret civil service laws, rules, regulations, legislative and court mandates, labor contracts, CDCR policies and procedures, etc., in order to gain an understanding, determine impact (if any) and develop recommendations to management using Departmental Operations Manual (DOM), State Administrative Manual (SAM), Institutions and Camps Manual (I&C), Penal Codes, Department of Personnel Administration (DPA) Rules and Regulations, court orders, welfare and institution codes, California Code of Regulations (CCR), Memorandum of Understanding (MOU), etc. as needed and/or directed.
13.	Monitor and evaluate the quality of new and existing programs used within CDCR and outside entities and implement changes to promote continuous quality improvement, consistency, and appropriateness of content and delivery by auditing classes, reviewing lesson plans, analyzing test results and participant/instructor evaluations, etc., as necessary.
14.	Communicate in a professional and effective manner with others (e.g. institution staff, parole staff, Headquarters' staff, vendors/contractors, colleges, etc.) utilizing tact and interpersonal skills to establish and maintain effective working relationships in all situations, as needed.
15.	Develop new training procedures and modify existing procedures to provide or clarify direction for CDCR staff and managers using DOM, SAM, I&C manual, Penal Codes, DPA Rules and Regulations, court orders, welfare and institution codes, CCR, MOU, etc., as directed by management.
16.	Develop learning materials (e.g. handouts, job aides, Power Point presentations, mock ups, instructor guides, participant guides, etc.) in order to improve individual and organizational performance and enhance the learning experience using computers, software, copy machines, etc. as needed.
17.	Develop marketing materials (e.g. flyers, catalogs, bulletins, informational brochures, Web pages, etc.) in order to advertise courses or programs being offered using computers, software, copy machines, etc. as needed.

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18.	Evaluate training programs to assess the effectiveness, identify opportunities for change or improvement, and maintain program fidelity using surveys, focus groups, commercial evaluation tools, participant evaluations, multi-level evaluations, etc. as needed.
19.	Respond to inquiries from students, management, vendors, etc. to provide or clarify information using telephone, e-mail, written correspondence, etc. as needed.
20.	Schedule courses, instructors, and students in order to provide training classes using proprietary and non-proprietary automated computer programs (e.g. Excel, Foxpro, Word, Training and Information Management System [TIMS], etc.) as needed.
21.	Research the availability of training opportunities (e.g. classes, online, conferences, etc.) to address identified needs using the Internet, catalogs, other State agencies, vendor bulletins, etc. as needed.
22.	Keep up with current trends (e.g. distance learning, on-line learning, self-directed learning, etc.) and best practices in Human Resources development in order to provide the most effective and cost efficient training programs by attending training, reading current journals, books and magazine articles, researching on the Internet, participating in professional organizations, etc. on an on-going basis.
23.	Act as an internal consultant to management regarding training-related issues and initiatives to provide professional guidance and support using knowledge of best practices, research, training and organizational development expertise, etc. as requested by management.